

MARSTOW PARISH COUNCIL

Complaint policy and procedure

General points of procedure

This policy and guidance has been adopted from the SLCC / NALC procedures for Town and Parish Councils.

The parish council try hard to give the best quality of service possible within the resources available to them for the parish group.

However, if a resident is not satisfied with the standard of service or an action taken by the parish council the procedures below set out how you may contact the council and make your complaint to them and how they will try to resolve your concern.

The complaints procedure does not apply for the following matters:

Complaints against council members – the procedure for this is related to the Code of Conduct of Members and is referred to the Monitoring Officer Herefordshire Council to investigate.

Opportunity for public open discussion

At every parish council meeting the agenda has this opportunity for the public to speak to council members on parish related matters.

This is the ideal opportunity to bring any concern to their attention where it can be discussed and hopefully resolved by explanation of the matters.

It must be noted that standard mandate – standing orders – prevent a council decision made from being addressed again for six months.

Complaints made in writing

Complaints about the council service or actions can be made in writing to the Clerk by email details available on the council website.

The Clerk will circulate your message to all council members for their understanding and in the first instance the Clerk will try to resolve your concern.

If the matter is considered necessary for further involvement of members then this would be discussed by the administration working group and the Clerk would report back to the resident.

Should the concern / complaint be more complex then full council would be involved for review and response – this may take some time to administer but the resident would be kept informed of progress by the Clerk.

If the concern is regarding the Clerk / employee / contractor - then you should write to the Chairman who would lead the response.

Important notes

The council will not accept or respond to correspondence that does not contain name and contact details.

In the event of inappropriate vexatious or malicious correspondence the council will consider taking legal advice and will inform the complainant that correspondence will cease as this is unreasonable behaviour.

Reference the parish council policy paper Civility and Respect adopted by Town County and Parish Councils.

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